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Multimedia Call Center

Web Developer Guide

NORTEL NETWORKS™

Multimedia Call Center Web Developer Guide

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Chapter 1
About Multimedia Call Center web pages

This guide is about how a web developer customizes Multimedia Call Center web pages.

Prerequisites for customizing Multimedia Call Center web pages

To customize Multimedia Call Center web pages you must understand:

- Web page development techniques, including using frames and tables
- HTML syntax, especially the <FORM> tag
- how to access CGI scripts
- the host name where the Multimedia Call Center service is installed

Multimedia Call Center uses a client browser window with two frames. The top frame contains an applet that provides the Multimedia Call Center functionality. The bottom frame displays web pages, either as a result of performing a Multimedia Call Center operation, or from following a link from a previous page.

As a web developer, ensure that your site's pages are frame-friendly. Make sure that internal links or operations do not destroy the Multimedia Call Center frameset. Make sure that external links (and internal links or operations that cannot preserve the frameset) open in a new browser window.

In this document the server that Multimedia Call Center is installed on is referred to as “voicebutton.<domain>”
where:

- <domain> is the domain name of the business, for example nortelnetworks.com
- “voicebutton” is the hostname of the server within the domain.

The server is usually called “voicebutton”, although any unique hostname within the domain is acceptable.

The Multimedia Call Center system administrator must provide you with:

- the domain name of the Business Communications Manager 2.5 ("voicebutton.<domain>") Where <domain> is the domain name of the business, for example, *NortelNetworks.com* or *NortelNetworks.org*
- the name of the Business Communications Manager 2.5 account
- the IDs of the skillsets

Chapter 2
Multimedia Call Center messages

About Multimedia Call Center messages

Multimedia Call Center messages are messages that are sent from a business' web site to customers, contacts, or surfers that have contacted the business.

These messages assist callers in making contact with the business, give callers choices in the type of media they use to contact the business, and provide callers with updates about the progress of their call.

You or the system administrator can:

- customize the default Multimedia Call Center message templates
- create lists of web pages that Multimedia Call Center agents push to callers

For information on:

- the default Multimedia Call Center messages see "Multimedia Call Center message templates" on page 7
- customizing messages see Customizing web pages
- uploading web pages see "Uploading web pages" on page 21

Multimedia Call Center message templates

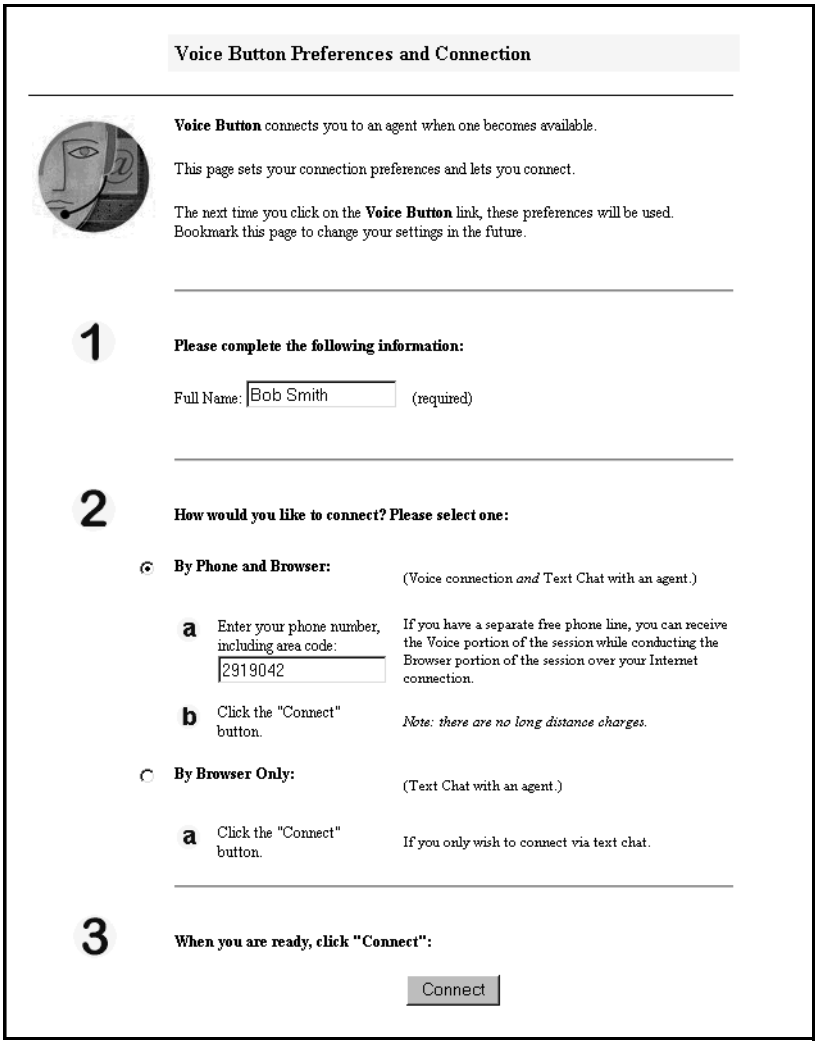
You can customize the message templates that are included with Multimedia Call Center.

The message templates are on Business Communications Manager 2.5 in:

- C:\Program Files\Nortel Networks\Voice Button\html
- C:\Program Files\Nortel Networks\Voice Button\html\adm

Call setup page for first-time callers

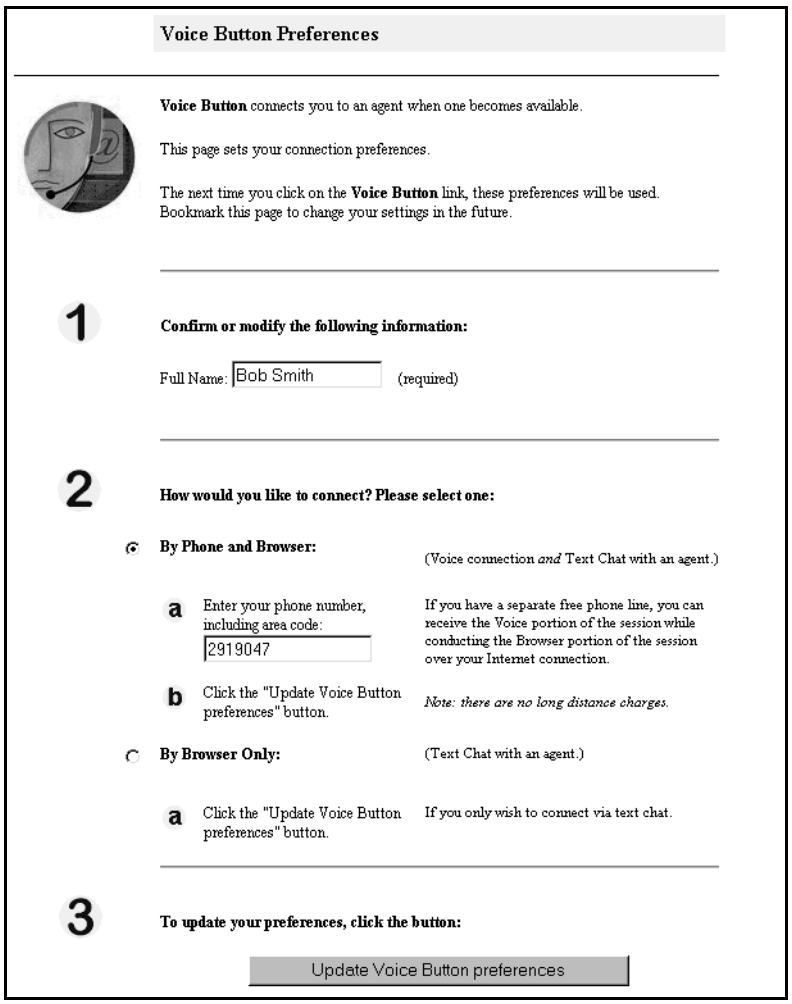
First-time callers see this html form when they click the voice button.


Voice Button Preferences and Connection
Voice Button connects you to an agent when one becomes available.
This page sets your connection preferences and lets you connect.
The next time you click on the Voice Button link, these preferences will be used.
Bookmark this page to change your settings in the future.
1
Please complete the following information:
Full Name: Bob Smith
(required)
2
How would you like to connect? Please select one:
By Phone and Browser:
(Voice connection and Text Chat with an agent.)
a
Enter your phone number, including area code:
2919042
If you have a separate free phone line, you can receive the Voice portion of the session while conducting the Browser portion of the session over your Internet connection.
b
Click the "Connect" button.
Note: there are no long distance charges.
By Browser Only:
(Text Chat with an agent.)
a
Click the "Connect" button.
If you only wish to connect via text chat.
3
When you are ready, click "Connect":
Connect

CALL_SETUP1.html

Call setup page for subsequent callers

Subsequent callers see this html form if they click the preferences link. Subsequent callers do not see this html form if you configure the do_setup parameter so that callers must enter their calling preferences each time.


Voice Button Preferences
Voice Button connects you to an agent when one becomes available.
This page sets your connection preferences.
The next time you click on the Voice Button link, these preferences will be used.
Bookmark this page to change your settings in the future.
1
Confirm or modify the following information:
Full Name: Bob Smith
(required)
2
How would you like to connect? Please select one:
By Phone and Browser:
(Voice connection and Text Chat with an agent.)
a
Enter your phone number, including area code:
2919047
If you have a separate free phone line, you can receive the Voice portion of the session while conducting the Browser portion of the session over your Internet connection.
b
Click the "Update Voice Button preferences" button.
Note: there are no long distance charges.
By Browser Only:
(Text Chat with an agent.)
a
Click the "Update Voice Button preferences" button.
If you only wish to connect via text chat.
3
To update your preferences, click the button:
Update Voice Button preferences

CALL_SETUP.html

Voice button unavailable message

Callers see this message if they click the voice button while Business Communications Manager 2.5 is down.

Voice Button Message
We're sorry, but Voice Button could not complete your call at this time. The Voice Button server is not responding.
Possibly, the system is down for maintenance, or there is a network problem. Please try again later.

MSG.html

No agents logged on message

This is the message callers see if there are no Multimedia Call Center agents logged on.

Voice Button Message
Sorry, your call could not be completed.
There are no agents available to take your call at this time. Please try again later.

MSG.html

Off-hours message

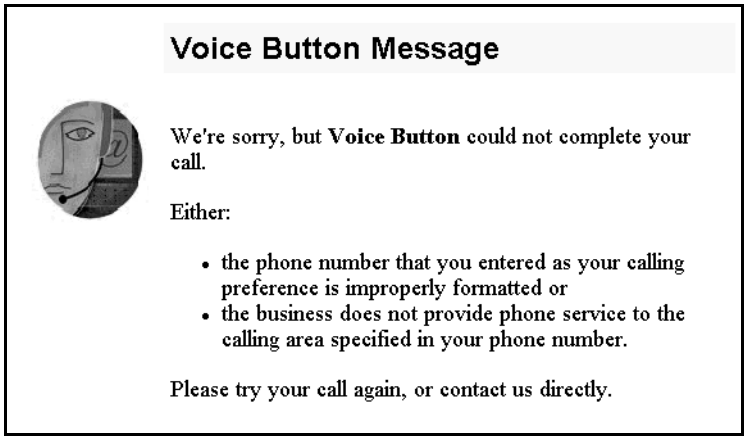
Callers see this message if they click the voice button outside of business hours. The Call Center handles the call based on the Night Routing Table steps for the day of the week that the Call Center Administrator sets up in the Call Center Administration settings of CallPilot Manager.

Voice Button Web Announcement:
We're sorry, Voice Button cannot complete your call at this time.
Thank you for your interest in our company, but we are currently closed. Please try again during business hours.
Set preferences

OFF_HOURS.html

Bad calling preferences message

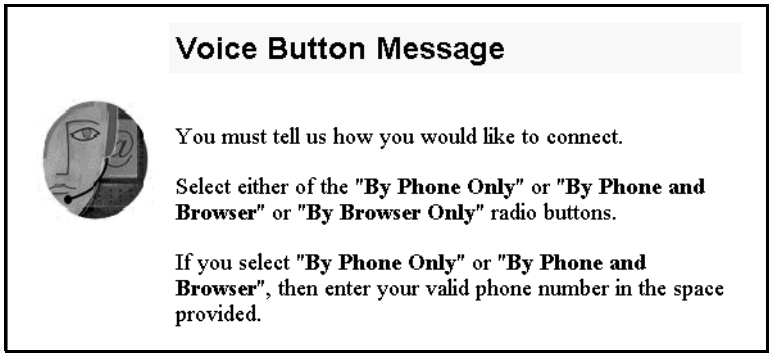
Callers see this message if the phone number they enter in the call setup page is improperly formatted, or if Multimedia Call Center does not provide service to their calling area.


Voice Button Message
We're sorry, but Voice Button could not complete your call.
Either:
the phone number that you entered as your calling preference is improperly formatted or
the business does not provide phone service to the calling area specified in your phone number.
Please try your call again, or contact us directly.

MSG.html

Choose how to connect message

Callers see this message if they do not specify their connection preferences in the call setup page.


Voice Button Message
You must tell us how you would like to connect.
Select either of the "By Phone Only" or "By Phone and Browser" or "By Browser Only" radio buttons.
If you select "By Phone Only" or "By Phone and Browser", then enter your valid phone number in the space provided.

MSG.html

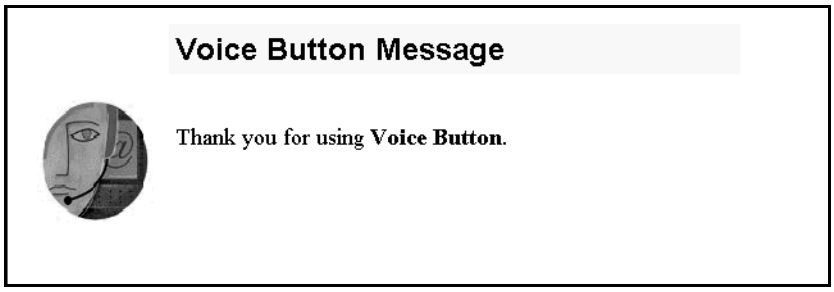
Web refresh message

Callers see this message while they are waiting for a Multimedia Call Center agent to become available. You can create variations of this message to assure callers that their call is important, and all agents are still busy.

MSG.html

Session completed message

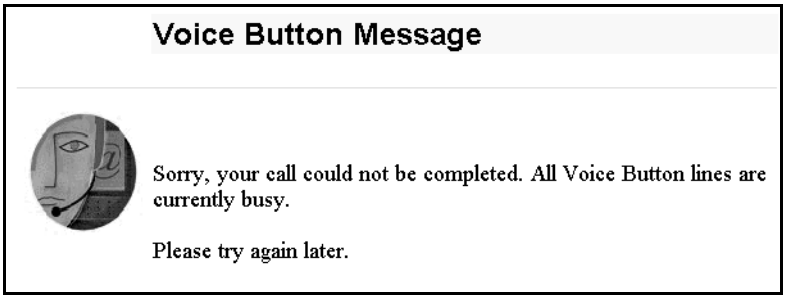
Callers see this message after they click the Hangup button on the Multimedia Call Center caller interface.



MSG.html

User busy message

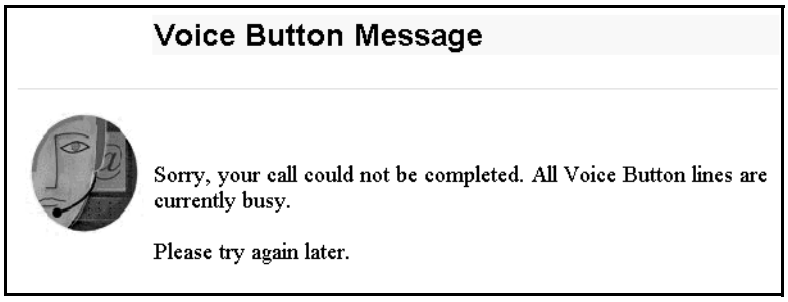
Callers see this message if their call cannot be completed because their phone line is busy.


Voice Button Message
Sorry, your call could not be completed. All Voice Button lines are currently busy.
Please try again later.

MSG.html

Server busy message

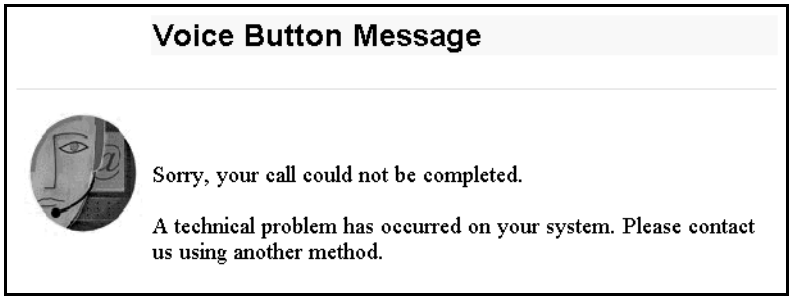
Callers see this message if their call cannot be completed because Business Communications Manager 2.5 has no available phone lines.


Voice Button Message
Sorry, your call could not be completed. All Voice Button lines are currently busy.
Please try again later.

MSG.html

Make call failed message

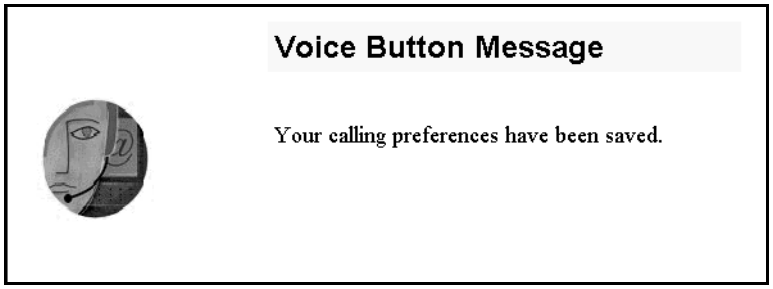
Callers see this message if their call cannot be connected because there is a problem with the voice button server.


Voice Button Message
Sorry, your call could not be completed.
A technical problem has occurred on your system. Please contact us using another method.

MSG.html

Preferences message

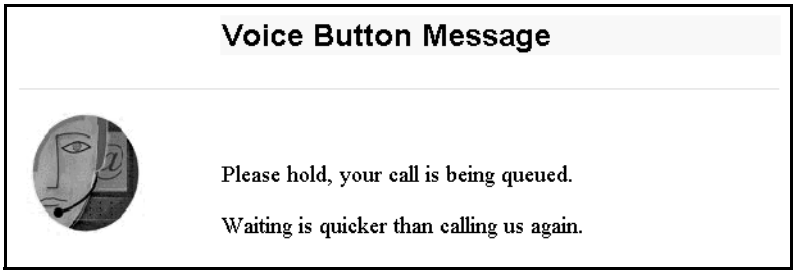
Callers see this message after they enter their calling preferences in the call setup page.



MSG.html

Alerting message

Callers see this message if the call fails after they click the voice button.



MSG.html

No answer message

Callers see this message if they do not answer their phone.

Voice Button Message
Sorry, your call could not be completed because you did not answer your phone.
If your phone did not ring, please check your calling preferences and try again.

MSG.html

Chapter 3
Customizing Multimedia Call Center web pages

About customizing Multimedia Call Center web pages

You can customize web pages and upload them to Business Communications Manager 2.5. You can customize the default Multimedia Call Center web pages or create your own.

Note: Do not directly edit web pages.

Do not change the location of the Multimedia Call Center default files on Business Communications Manager 2.5.

To customize web pages

1. In your browser, open the URL that contains the default file you want to customize.
2. View the source code for the web page:
   - if you use Internet Explorer, on the **View** menu click **Source**.
     The source code for the page appears in a Notepad window.
   - if you use Netscape Navigator, on the **View** menu click **View Source**.
     The source code for the page appears in a Netscape Navigator window.
     Copy and paste the code to a Notepad window.
3. On the **File** menu click **Save As**.
   The Save As dialog box appears.
4. Save the file to a directory on your computer.
   Do not change the name of the file.
5. Customize the file.
6. Upload the customized files to the Business Communications Manager 2.5 using the procedure in "Uploading web pages" on page 21.

An overview of customizing an off hours page

This is an example of customizing an off_hours.html file for the ABC Computer Company:

1. Download the off_hours.html template from Business Communications Manager 2.5 to your desktop using your browser's View Source functionality.
2. Customize the off_hours.html file.
3. Save the new customized file in your local directory as acme_hours.html.
4. Log on to Business Communications Manager 2.5 using the ABC Computer Company name and password.
5. Upload the file.

Customizing msg.html

If you customize msg.html, do not insert anything above or in front of the first line. The first line is processed by the CGI script and contains the response code from Business Communications Manager 2.5. The Multimedia Call Center agent application parses this line to determine how to handle error cases.

Do not change the names of any of the error codes and their body of text that are displayed to the user. You can put tags such as <FONT> tags around the text to specify a certain style, but do not change the error code names or the structure of the comments. These blocks of text become uncommented by the CGI script when they are displayed to the user if an error occurs.

Due to problems with Netscape 3, Netscape 6.0 and Internet Explorer 5.5 refreshing Java applets when they are contained within an HTML table cell, do not put the <!--MONITOR... block of code inside an HTML table.

Do not alter the line <xxMSGxx>.

You can change the line: <H3><xxSIGNATURExx></H3>.
This line is substituted for the value of the signature parameter contained in the voiceweb.ini file. By default, this substitutes to <H3>NORTEL Business Communications Manager</H3>. You can use the <xxSIGNATURExx> variable anywhere on the page. You can define what the server displays by changing the value of the signature parameter in the C:\Program Files\Nortel Networks\voiceweb\system\voiceweb.ini file.

You can alter the style elements of the page, such as colors and fonts, and the layout of the page. The page uses a table to control the page width. But the point regarding the problem with Netscape 3 refreshing Java applets in a table applies.

You can remove the links on the bottom of this page or add different ones. It is recommended that you maintain a link to the preferences page.

Customizing call_setup1.html and call_setup.html

You can customize these pages but you must maintain the syntax of the HTML FORM that is used.

The CGI script uses the variables:

- xxRETURNURLxx
- xxCALLERxx
- xxMONITORxx
- xxSKILLSETxx
- xxDNxx
- xxDIALFORMAT
- xxIPUSERxx

to substitute the values passed from the web page to the server and parameters obtained from the caller's http cookies. Do not change or delete these variables.

Customizing off_hours.html

You can modify the html text as appropriate. For example, "All of our offices are now closed. Please call back during the hours of 9:00 am and 5:00 pm Eastern time. In the case of an emergency please dial 613-555-1234. Thank you."

Customizing launch_monitor.html

Launch_monitor.html is the page used by msg.html to launch the Multimedia Call Center caller monitor applet within a frame.

Do not change the applet tag or thePARAM tags in the default launch_monitor.html page. The Multimedia Call Center CGI script gives them the appropriate values to ensure that the caller monitor applet works correctly.

You can modify the colors used in the caller monitor applet by setting additional parameters in the launch_monitor.html file. You can set parameters by adding <PARAM> tags that specify foreground and background colors:

<PARAM NAME=param_name VALUE=param_value>

These lines must be placed in the list with the other PARAM tags. Valid param_names are:

- foreground
- background
- buttonforeground
- buttonbackground

Valid values of these parameters are: red, blue, yellow, green, white, cyan, magenta, orange, gray, and black. The default values are black for the foreground, oyster gray for the background, black for the button foreground, and oyster gray for the button background.

You can alter the style of launch_monitor.html, but the colors and fonts must match the ones used in the caller monitor applet. Launch_monitor.html is used within a frame defined in the msg.html file. If you want to put more content on launch_monitor.html page, the frame must be resized by customizing the msg.html page.

Customizing Refresh.html

Edit only the text between the xxA<#>xx tags, where <#> is the number of the Call Center greeting. Do not edit or delete the xxA<#>xx tags.

For all the Call Center greeting number used in the Call Center skillset routing table, make sure that the text in the corresponding tags in this file contain suitable information. Each tag in the refresh.html file is intended to correspond to a particular Call Center greeting. If a corresponding tag and greeting are used, they must have similar content.

You can insert information such as text, image and animations between the xxA<#>xx tags.

Web page lists

You can create lists of web pages that agents can push to callers. A list can include up to 100 web pages. You must upload web page lists to Business Communications Manager 2.5.

For information on naming web page lists see “Naming web page lists” on page 20.
For information on uploading web page lists see “Uploading web pages” on page 21.

Naming web page lists

You can create a list of web pages that agents can push pages to customers from. Each web page list is stored in a text file. To create or modify a web page list file, use a text editor such as Notepad.

Name the web page list file according to this format:

- *name*: a name for the URL (Web Page)
- *url*: a valid URL (Web Page address)

For example:

- *name*: Nortel Networks Home page
- *url*: http://www.nortelnetworks.com/

and

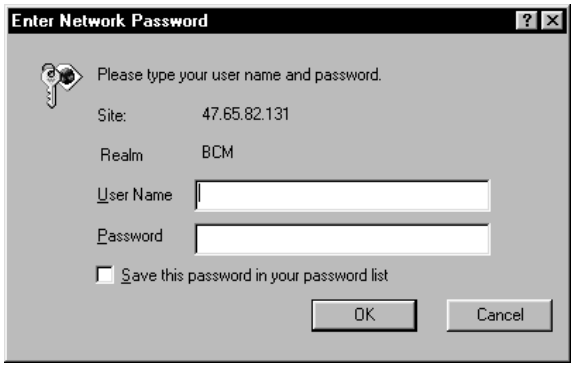
- *name*: Internet Voice Button home page
- *url*: http://www.nortelnetworks.com/voicebutton

Uploading web pages

You can upload customized web pages from a computer to Business Communications Manager 2.5.

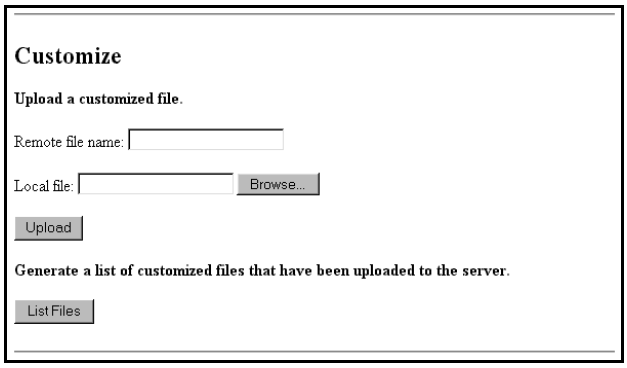
To upload customized files

1. Point your web browser to the URL
   http://voicebutton.<domain>:6800
   where <domain> is the domain name of Business Communications Manager 2.5.
   The Business Communications Manager 2.5 Unified Manager screen appears.
2. Click the **Configure** button.
   The Login screen appears.
3. In the **User ID** box type your user ID.
   The default user ID is *supervisor.*
4. In the **Password** box type your password.
   The default password is *visor.*
5. Click the **Login** button.
   The Unified Manager screen appears.
6. Click the **Services** key.
7. Click the **Voice Button** heading.
8. On the **Tools** menu click **Voice Button Admin**.
   The Enter Network Password dialog box appears.



9. In the **User Name** box type your user name.
   The default user name is *supervisor.*
10. In the **Password** box type your password.
    The default password is *visor.*

11 Click the **OK** button.
The System Administration page appears.



12 Under the **Customize** heading:

- click the **Browse** button to browse for files on your desktop that you want to upload and click the **Upload** button

  or

- if you want to view a list of the files that are uploaded, click the **List Files** button to generate a list of the files that are uploaded to Business Communications Manager 2.5. The list appears in a new browser page

  or

  if you want to customize msg.html, call_setup.html, call_setup1.html, off_hours.html, launch_monitor.html or refresh.html:

  — In the **Remote File name** box enter the name of the file you want to customize, for example, off_hours.html.

  — Click the **Browse** button and browse to the location of the file you customized, for example, acme_hours.html.

  — Click the **Upload** button.

Chapter 4
Using CGI scripts with Multimedia Call Center

This chapter is about CGI scripts and how to use them with Multimedia Call Center.

About CGI scripts

The Multimedia Call Center CGI script lets you use a variety of web page layout styles and user interfaces. With CGI scripts you can design web page layout styles and interfaces for the customer's web site.

Callers can access Multimedia Call Center:

- from an HTML Form
- from a hypertext link to a URL

Both these methods of accessing Multimedia Call Center use one web interface that executes the Multimedia Call Center CGI script: http://voicebutton.<domain>:6800/ivb-cgi-bin/vb.exe where <domain> is the domain name of the business, for example, *NortelNetworks.com* or *NortelNetworks.org.*

Restricting caller access to Multimedia Call Center

If your customer wants to restrict who is able to click the Multimedia Call Center html icon, you can put the Multimedia Call Center access page behind a CGI Perl log on page that asks for user identification and a password. By creating a log on page in front of the Multimedia Call Center page your customer can limit who is able to click the Multimedia Call Center icon.

Refresher CGI scripts

Store CGI refresher scripts in the Multimedia Call Center directory structure using the logical Internet path: http://voicebutton.<domain>:6800/ivb-cgi-bin/refresh.pl

The "pl" extension refers to a Perl CGI script. This is the default file and must be provided by the user.

Note: The logical path "http://voicebutton.<domain>:6800/ivb-cgi-bin/" exists on all Business Communications Manager 2.5s, where <domain> is the domain name of the business.

A single script can handle all the announcements by containing a case statement to separate the announcement numbers into the proper HTML display. What follows are a list of the parameters that are sent to the Perl script. All these parameters are optional.

- UCID is the Unique Call Identifier
- UQID is the Unique Skillset Identifier
- AID is the Announcement ID from CC
- AIQ is the Agents in the skillset
- CIQ is the Calls in skillset
- ANWTIQ is the Anticipated wait time in skillset (hh:mm)
- LWTIQ is the Longest wait time in skillset (hh:mm)

You must write the Perl script to handle the absence of all data.

Here is an example CGI script that uses these parameters taken from refresh.pl. This script is the default script on the initial installation of the program. You can customize this script at the request of your customer.

```
#!C:\Tivoli\lcf\perl.exe
sub get_buffer
{
local(*buffer) = @_;
if (!defined($ENV{'QUERY_STRING'}) || ($ENV{'QUERY_STRING'} eq ""))
{ read(STDIN, $buffer, $ENV{'CONTENT_LENGTH'}); }
else
{ $buffer = $ENV{'QUERY_STRING'}; }
}
# ------------------------------------------------------
sub decode_buffer
{
local ($pair, @pairs, $value, $name);
```

```
local (*FORM, *buffer) = @_;
foreach (keys %FORM){delete $FORM{$_};}
@pairs = split(/&/, $buffer);
foreach $pair (@pairs)
{
($name, $value) = split(/=/, $pair);
$value = &decode_value($value);
$value =~ s/<!--(.|\n)*-->//g;
$value =~ s/<([^>]|\n)*>//g;
$value =~ s/[^\\w \n\.,()-:\/&?=#\*\\]//eg;
$FORM{$name} = $value;
}
}
# ----------------------------------------------------------
sub decode_value
{
local ($value) = @_;
$value =~ tr/+/ /;
$value =~ s/%([a-fA-F0-9][a-fA-F0-9])/pack("C", hex($1))/eg;
return($value);
}
open(LOG,">data.log");
&get_buffer (*buffer);
print LOG $buffer;
&decode_buffer (*FORM, *buffer);
$UCID= $FORM{'UCID'}   ? $FORM{'UCID'}   : "unknown";
$UQID= $FORM{'UQID'}   ? $FORM{'UQID'}   : "unknown";
$AID= $FORM{'AID'}    ? $FORM{'AID'}    : "unknown";
$AIQ= $FORM{'AIQ'}    ? $FORM{'AIQ'}    : "unknown";
$CIQ= $FORM{'CIQ'}    ? $FORM{'CIQ'}    : "unknown";
$PIQ= $FORM{'PIQ'}    ? $FORM{'PIQ'}    : "unknown";
$ANWTIQ= $FORM{'ANWTIQ'} ? $FORM{'ANWTIQ'} : "unknown";
$AVWTIQ= $FORM{'AVWTIQ'} ? $FORM{'AVWTIQ'} : "unknown";
$LWTIQ= $FORM{'LWTIQ'}  ? $FORM{'LWTIQ'}  : "unknown";
print "Content-type: text/html\n\n";
open(TEMPLATE,"..\\html\\refresh_tpl.html");
read(TEMPLATE,$buff,64000);
close(TEMPLATE);
```

Different web refresh messages to appear for different

```
# Announcement IDs (which correspond to recording greetings in Call Center).
$MAX_RECORDED_ANNOUNCEMENTS = 150;
if ( $AID > 0 && $AID <= $MAX_RECORDED_ANNOUNCEMENTS )
{
$annoucement_lead = "<!--xxA" . $AID . "xx";
$annoucement_end = "xxA" . $AID . "xx-->";
$buff =~ s/$annoucement_lead//;
$buff =~ s/$annoucement_end//;
}
else
{
$buff =~ s/<!--xxDEFAULTxx//;
$buff =~ s/xxDEFAULTxx-->//;
}
$buff =~ s/xxIPADDRESSxx/$system_ip/;
$buff =~ s/xxCALLIDxx/$callId/;
$buff =~ s/xxIPUSERxx/$user_ip/;
$buff =~ s/xxCALLMETHODxx/$callMethod/;
$buff =~ s/xxCALLINGNUMxx/$callingNum/;
$buff =~ s/xxxUSERMSGxxx/$usermsg/;
$buff =~ s/xxAGENTCOMMxx/$agentcomm/;
$buff =~ s/xxUCIDxx/$UCID/;
$buff =~ s/xxUQIDxx/$UQID/;
$buff =~ s/xxAIDxx/$AID/;
$buff =~ s/xxAIQxx/$AIQ/;
$buff =~ s/xxCIQxx/$CIQ/;
$buff =~ s/xxPIQxx/$PIQ/;
$buff =~ s/xxANWTIQxx/$ANWTIQ/;
$buff =~ s/xxAVWTIQxx/$AVWTIQ/;
$buff =~ s/xxLWTIQxx/$LWTIQ/;
print $buff;
print "\n";
```

This script outputs the values of these parameters the to the refresh.html web page on the Business Communications Manager server.

For information on how to upload the customized refresh.pl file to the Business Communications Manager server refer to “Uploading web pages” on page 21.

The call command

The Multimedia Call Center CGI script executes commands in the Multimedia Call Center system. Several commands are available. This section covers the "call" command, which places a phone-to-phone call between two parties. All of the web interfaces used to place a PSTN voice call use the call command.To place a data exchange only call, see “Placing a browser only call to an agent” on page 31.

How call types use the call command

Agent-centric voice and data call

This call uses a PSTN voice connection. This means a caller clicks a voice button icon with the parameter "cmd=call".

Data only call

A data only call occurs if a caller clicks a voice button HTML icon with the parameter "cmd=chat". The caller does not want to communicate using the PSTN and wants to be connected in text chat mode only.

Multimedia Call Center CGI parameters

Three fundamental parameters are passed to the Multimedia Call Center CGI script during call setup:

- cmd - specifies the command to be executed in the script. This must be equal to "call" to place a PSTN voice call, or “chat” to place a browser-only call

- group - specifies the skillset to be called. Contact your company's Multimedia Call Center administrator for the IDs of the skillsets that accept calls for your company. In Nortel Networks Call Center Professional, the ID range is 1-50. For example, group = skillset 01.

Optional Multimedia Call Center CGI parameters

These optional parameters can be passed to the Multimedia Call Center CGI script:

- return_url: specifies the URL of the web page that is displayed when the CGI script completes the call setup. If you do not specify a URL, the browser defaults to the referring URL.

- monitor: can be turned to on or off. The default value is off. This is a mandatory parameter. Set this parameter to on so that the agent and caller monitors function.

- dn: specifies the dialing number to be called, also called the directory number.

- do_setup: can be equal to on or off. The default value is off. If set to on, the Multimedia Call Center CGI script displays the Multimedia Call Center call setup page to prompt the caller for their calling preferences.

Multimedia Call Center uses HTTP cookies to store user preferences such as type of call to be made and whether to use a delay before making a call. You can override these preferences with additional parameters to the call command.

Using call command parameters in HTML forms

You can use HTML forms to obtain and pass the parameters and values of the Multimedia Call Center CGI script's "call" command. See section “Multimedia Call Center CGI parameters” on page 28 and “Optional Multimedia Call Center CGI parameters” on page 28 for a list of the valid parameters.

The following examples show how to use the call command parameters in HTML forms interfaces:

This example displays an icon on the page which, when clicked by the caller, causes a call to be placed between the caller and the agent.

```
FORM action="http://voicebutton.<domain>:6800/ivb-cgi-bin/vb.exe"
method="POST">
<INPUT TYPE="hidden" NAME="cmd" VALUE="call">
<INPUT TYPE="hidden" NAME="group" VALUE="skset01">
<INPUT TYPE="hidden" NAME="return_url"
VALUE="http://www.caller.com/thanks_for_calling_us.html">
<INPUT TYPE="image" ALIGN=MIDDLE SRC="call_us_button.gif"
BORDER=0>
</FORM>
```

This example displays a list of skillsets to be called.

```
<FORM ACTION="http://voicebutton.<domain>:6800/ivb-cgi-bin/vb.exe"
METHOD="POST">
<INPUT TYPE="hidden" NAME="cmd" VALUE="call">
<SELECT NAME="group">
<OPTION VALUE="skset01" SELECTED>Sales
<OPTION VALUE="skset02">Technical Support<OPTION
VALUE="skset03">Tracking Orders
</SELECT>
<INPUT TYPE="submit" VALUE="Call us now">
</FORM>
```

Using a URL-encoded hypertext link interface

The simplest way to include the voice button on a web page is to encode a call to the Multimedia Call Center CGI script within a hypertext link. Use this type of interface if you want callers to click an HTML link to place a call.

The following HTML code is an example of a URL-encoded hypertext interface:

<A HREF="http://voicebutton.<domain>:6800/ivb-cgi-bin/vb.exe?cmd=call&skillset=1"> Click here to call our sales department</A>	Click here to call our sales department

When you encode the call to the CGI script from within a hypertext link:

- separate the options from the CGI command with a '?' character
- separate each parameter with a '&' character

Using voice button with HTML Frames

Since the Multimedia Call Center CGI script can return with a new page to be loaded in the browser (such as the caller setup preferences page or the caller monitor applet page), use the TARGET parameter in the <FORM> or <A HREF=...> tags if you use these within an HTML frame. This ensures that the page that appears when the caller clicks the voice button appears in a full web browser window. If you do not specify theTARGET parameter the web page can appear in a small frame without functional scroll bars. This can render the caller setup page useless.

The following example shows the use of the TARGET parameter:

```
<FORM action="http://voicebutton.<domain>:6800/ivb-cgi-bin/vb.exe" method="POST"
TARGET="_VB">
<INPUT TYPE="hidden" NAME="cmd"VALUE="call">
<INPUT TYPE="hidden" NAME="skillset"VALUE="1">
<INPUT TYPE="image" ALIGN=MIDDLE SRC="call_us_button.gif" BORDER=0>
</FORM>\
```

Communicating with Multimedia Call Center agent software

The following HTML code shows how to use the caller monitor applet using a URL-encoded hypertext interface:

<A HREF="http://voicebutton.<domain>:6800/ivb-cgi-bin/vb.exe? cmd=call&skillset=1&monitor=on"> Click here to call a sales person</A>	Click here to call a sales person

When the caller clicks the link, the Multimedia Call Center caller interface appears in their browser.

Placing a browser only call to an agent

When an agent is on a call with a caller (for example, an agent who calls a caller before any Multimedia Call Center interface is initiated), the agent and caller can establish a Multimedia Call Center browser only call. With a browser only call the agent and the caller can share information using the URL push and text chat features of the Multimedia Call Center agent and caller interfaces.

The following HTML code is an example of a data exchange only call type using a URL-encoded hypertext interface:

<A HREF="http://voicebutton.<domain>:6800/ivb-cgi-bin/vb.exe? cmd=chat&skillset=1"> Click here to communicate over the Internet with a sales person</A>	Click here to communicate over the Internet with a sales person

Note that "cmd" is equal to "chat" and not "call." By using this command, no voice call is established between the caller and agent and no call setup preferences are needed.

Call preferences - the setup command

Multimedia Call Center uses HTTP cookies to store information about the caller's call preferences.

The call preferences are:

- whether to connect the call to the caller using PSTN voice and browser or browser only. If the caller wants to connect with PSTN voice and browser, the dialing number of the caller is specified. If the caller wants to connect using only a browser, nothing needs to be specified.

When first-time callers click the voice button icon, the “Call setup page for first-time callers” on page 8 appears. First-time callers specify their preferences for how to place the call.

Multimedia Call Center obtains the call preferences for subsequent callers from the HTTP cookie stored with their browser as a result of the first time call. You can include a link to the Multimedia Call Center setup command on the web page so the caller can reconfigure their preferences.

The following HTML code is an example of including a link to call setup preferences:

<A HREF="http://voicebutton.<domain>:6800/ivb-cgi-bin/vb.exe?cmd=setup"> Configure your Multimedia Call Center preferences. </A>	Configure your Multimedia Call Center preferences

“CALL_SETUP.html” on page 9 shows the Multimedia Call Center preferences page for subsequent callers if the “do_setup” parameter is specified. If “do_setup”=off, include a link to the subsequent caller setup page on the HTML page.

The Multimedia Call Center call setup pages for first time callers and subsequent callers are customizable. See “About customizing Multimedia Call Center web pages” on page 17 for more information. You can prompt callers each time for their calling preferences. You can prompt callers each time by specifying the do_setup=on parameter to the Multimedia Call Center CGI script.

The following HTML code is an example of how to use the do_setup parameter in a URL-encoded hypertext interface:

<A HREF="http://voicebutton.<domain>:6800/ivb-cgi-bin/vb.exe? cmd=call&skillset=1&do_setup=on"> Click here to call our sales department</A>	Click here to call our sales department

Bypassing Multimedia Call Center setup information

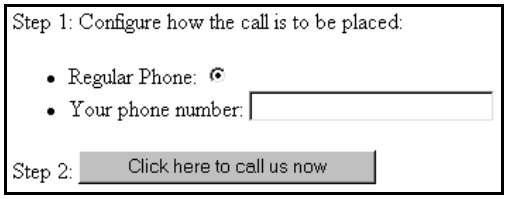
You can bypass the Multimedia Call Center call setup procedure for Multimedia Call Center callers. You do this by specifying the necessary preference values in the HTML form interface.

The caller preference parameters are:

- dn_user: the caller's phone number to call when placing a PSTN-based call
- usermsg: a user message that is passed to Business Communications Manager 2.5 and then is passed to a Multimedia Call Center agent. This parameter represents the name of the person making the call. This is a mandatory parameter. The default templates for callsetup.html and callsetup_l.html include a field for the caller's name. For information on customizing Multimedia Call Center web pages refer to "About customizing Multimedia Call Center web pages" on page 17.

The following HTML code lets the caller enter preferences as part of a form interface where voice button is used:

```
<FORM ACTION="http://voicebutton.<domain>:6800/ivb-cgi-bin/vb.exe" METHOD="POST">
<INPUT TYPE="hidden" NAME="cmd" VALUE="call">
<INPUT TYPE="hidden" NAME="group" VALUE="skset01">
Step 1: Configure how the call is to be placed:
<BR>
<UL>
<LI>Regular Phone:
<INPUT CHECKED TYPE="RADIO" NAME="dn_or_ip" VALUE="dn">
<LI>Your phone number:
<INPUT TYPE="text" NAME="dn_user" SIZE=23 VALUE=""><BR>
</UL>
Step 2:
<INPUT TYPE="submit" VALUE="Click here to call us now">
</FORM>
```



Multimedia Call Center graphics

You can design web pages that include these Multimedia Call Center graphics.

nortel.gif	
vb_logo.jpg	
vblogo3.gif	
Welcomebanner3.gif	

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